



Helping You Protect Your Business

The plain fact about the Black Market—
there's nothing legal about it.

Don't get caught up in black market trading.

The “black market” is a criminally supported marketplace that prospers through the illegal trading of products—traditionally stolen or counterfeit. According to U.S. Customs and Border Protection, monies from black market activities are more than likely to finance other illicit activities such as terrorism, human trafficking and drugs.

Don't get caught up in black market trading. Contracted Xerox® supplies found for sale in the open market could be stolen. Protect yourself and your business—don't fund black market activity.



Are you contributing to black market trade?

Theft is illegal no matter how you view it—whether it's in or outside of a business environment. Workplace theft continues to present a challenge to organizations and can have serious implications—and consequences. One may think that a few supply items missing every now and then may not be a big deal in the overall scheme of things, but that is furthest from the truth. If everyone shared this mindset, their actions could significantly impact your company's bottom line.

How does the black market apply to your Xerox® supplies?

Many customers are not aware that the consumables included in a Cost-Per-Copy Program legally remain the property of Xerox until used in the contracted equipment. There is a customer responsibility to secure this inventory to ensure that these supplies don't slip into the black market.

If consumables provided as part of a Xerox service contract are sold on the open market, or not used in the contracted equipment, they are considered to have been unlawfully taken from Xerox and Xerox may pursue criminal and/or civil claims for their recovery.

Did you know?

You should know that the Xerox® supplies provided to you under the terms of your contract legally remain the property of Xerox until used in your equipment.

Contract obligations include the following:

- Using contracted supplies in non-contracted equipment is considered stealing.
- You should never share or borrow contracted supplies as this stolen product could find its way into the open market.
- You or your employees can be held liable for stolen property if your contracted supplies are found at another location.
- Selling contracted supplies on eBay, to a collector, reseller or through other means is illegal.
- Using contracted supplies for any other purpose than in your contracted equipment will put you in breach of contract.
- Supplies under contract should be returned to Xerox at the time of contract termination.

Returning unused consumable supplies to Xerox at the end of your contract also helps to protect the environment by ensuring that these consumable supplies are used or recycled.

Preventing theft of supplies is your first defense.

Here are some best practices you can adopt to help secure and protect your contracted supplies:

- Keep contracted supplies in a locked cabinet or storage area.
- Avoid over-ordering and holding excessive stock on hand.
- Return unused supplies at the end of the contract or when upgrading equipment.
- Ensure employees are aware of their responsibilities and risk of termination if found stealing.

Put proper policies and procedures in place and ensure that employees understand and abide by them. This may not always be an easy topic to address—but all employees should understand that participating in supplies theft could result in dismissal and possible criminal prosecution.



Working for your protection—and ours.

Xerox has a highly skilled team of Brand Protection and Corporate Security personnel that is committed to work with you and take action to resolve this issue.

Employee theft of supplies can be a complex and sensitive issue. We are here to support you. Here are some of the ways we can help:

- Put safety measures in place to secure contracted inventory
- Provide reporting
- Monitor the Web
- Help develop loss prevention measures
- Engage law enforcement

Xerox Brand Protection— The Broader View

Xerox Brand Protection works with Corporate Security investigators, law enforcement, customs and legal counsel around the world to uncover unauthorized activity and prosecute offenders.

Xerox wants to protect you and your business, and ensure you are unaffected by illegal and unethical activities in the marketplace. Xerox achieves this by protecting our intellectual property, fighting against counterfeit activities and implementing process improvements to avoid black and gray market activity.

Our end-to-end enforcement steps are to:

- Gather evidence for identified illegal violations
- Engage law enforcement and conduct investigations
- Ensure proactive and reactive measures are in place and used to mitigate losses
- Enforce policy compliance and implement strategy improvements

Worldwide investigations are carried out by Xerox Corporate Security and supported by Brand Protection, and can include a variety of activities including:

- Counterfeit manufacturing
- Supplies leakage from contracted and Managed Services accounts
- Interception of suspicious goods by Customs and Border Patrol
- Product Independent Lab Testing
- Marketplace intelligence on unauthorized resellers
- Intellectual Property, Trademark and Copyright infringement
- Security Label track and trace programs
- Web and marketplace monitoring
- Fraud mitigation programs

Xerox Brand Protection treats the protection of our products very seriously. In the end, our goal is to protect the Xerox quality and value you've come to depend on.

Contact Us

If you have any questions or would like to report suspicious activities, please contact:

Xerox Corporate Security
24-hour availability
1-866-979-8222

You may also email us at:

BrandProtectionInvestigations@xerox.com

Any information provided will be handled in confidence.

For more information, visit:

www.xerox.com/printer-supplies/brand-protection

